

Using Automation to Prioritise 'Moments that Matter'

Allow your customer-facing functions to focus on moments that matter whilst automating the transactional with Protiviti's delivery of solutions that embrace UiPath's full RPA and AI technology suite.

Customer Experience and Contact Centre functions

are embarking on the next wave of transformation to drive customer loyalty while balancing costs and productivity. AI and Automation are enabling shifts from: reactive to proactive service; multi-channel to best-fit channel; and siloed to holistic customer understanding—all the while supporting agents in navigating increasingly complex issues through innovative solutions. Protiviti and UiPath, as One Team, have helped several organisations to perform business processes improvement assessments to identify high value opportunities for automation, supporting Clients to achieve their strategic goals.

Key Benefits of Automation in Contact Centres

Improved Efficiency, Speed and Accuracy

- Automation reduces average handling time (AHT) by 30% on average through streamlining repetitive tasks.
- Robots eliminate human errors in data handling and processing, leading to higher customer satisfaction.

Scalability

- Easy to scale up operations during peak times without compromising on service quality.
- UiPath's scalable solutions allow contact centres to handle increased workloads efficiently.

Personalised Customer Interactions

- Automation tools like UiPath can analyse customer data to offer personalised responses.
- Use of AI-driven insights to tailor interactions based on customer history and preferences.

Cost Efficiencies and Reinvestment

- Reduced operational costs by minimising manual labor and optimising resource allocation by 25% or more.
- Reinvest savings into enhancing customer-facing technologies and services.

As a Platinum partner in the UiPath Services Network Program, Protiviti serves customers who seek a partner with deep expertise in delivering successful outcomes across multiple industries and use cases, leveraging expert guidance and best practices. Protiviti is trusted by UiPath to deliver state-of-the-art automation implementations with consistent excellence and professionalism.

How UiPath Facilitates these Benefits

Robotic Process Automation (RPA):

- UiPath's RPA bots handle repetitive tasks such as data entry, order processing, and information retrieval.
- Allows human agents to focus on complex, value-added tasks.

AI and Machine Learning:

- UiPath integrates AI and machine learning to improve decision-making processes.
- Enhances the ability to provide accurate and contextually relevant responses.

Seamless Integration:

- UiPath seamlessly integrates with existing CRM systems, ensuring a smooth transition and minimal disruption.
- Enables a unified view of customer data, enhancing the quality of service.

User-Friendly Interface:

- UiPath's intuitive design makes it easy for agents and administrators to use and manage.
- Reduces training time and increases adoption rates among staff.

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